

FIG. 1

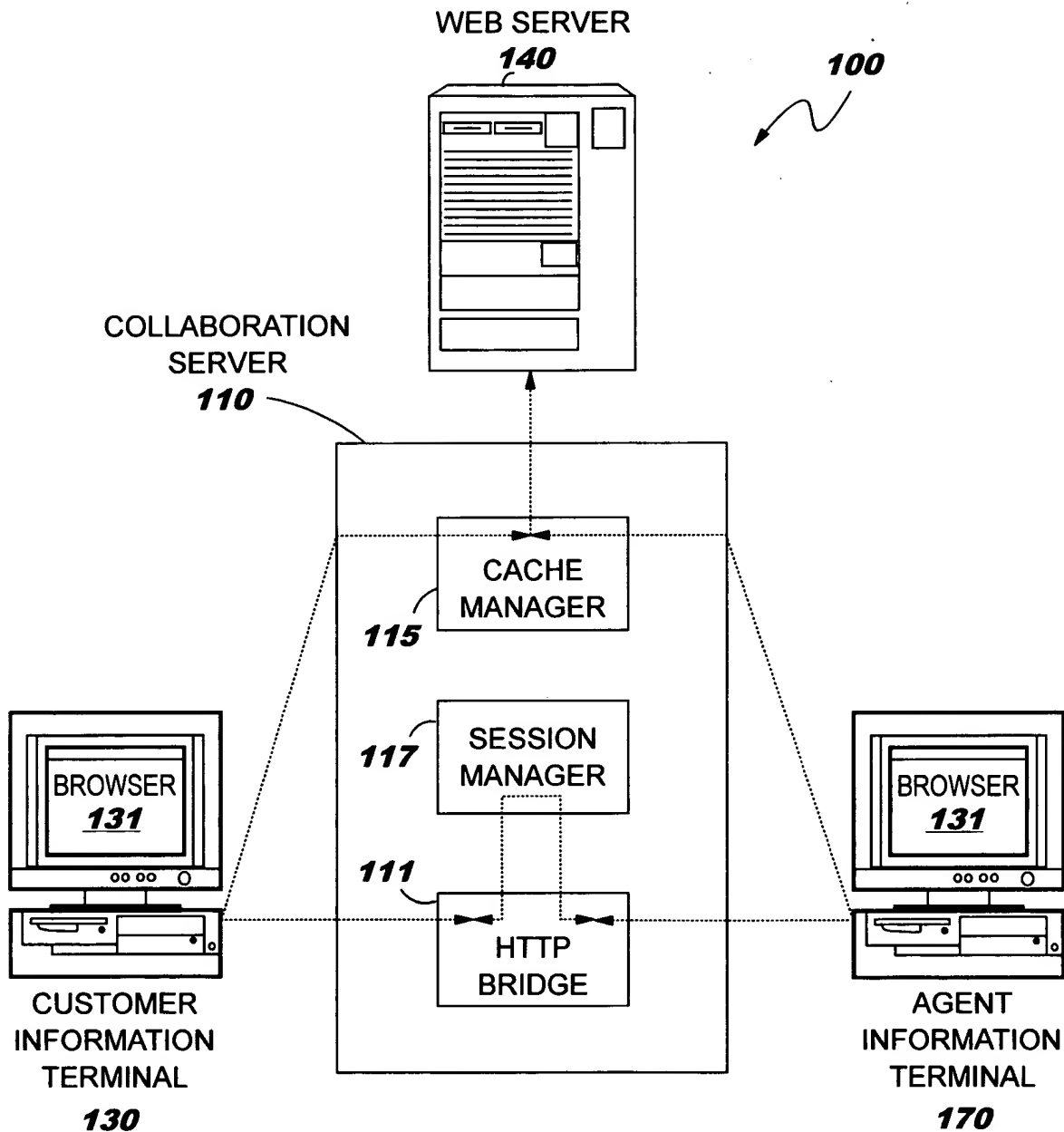


FIG. 2

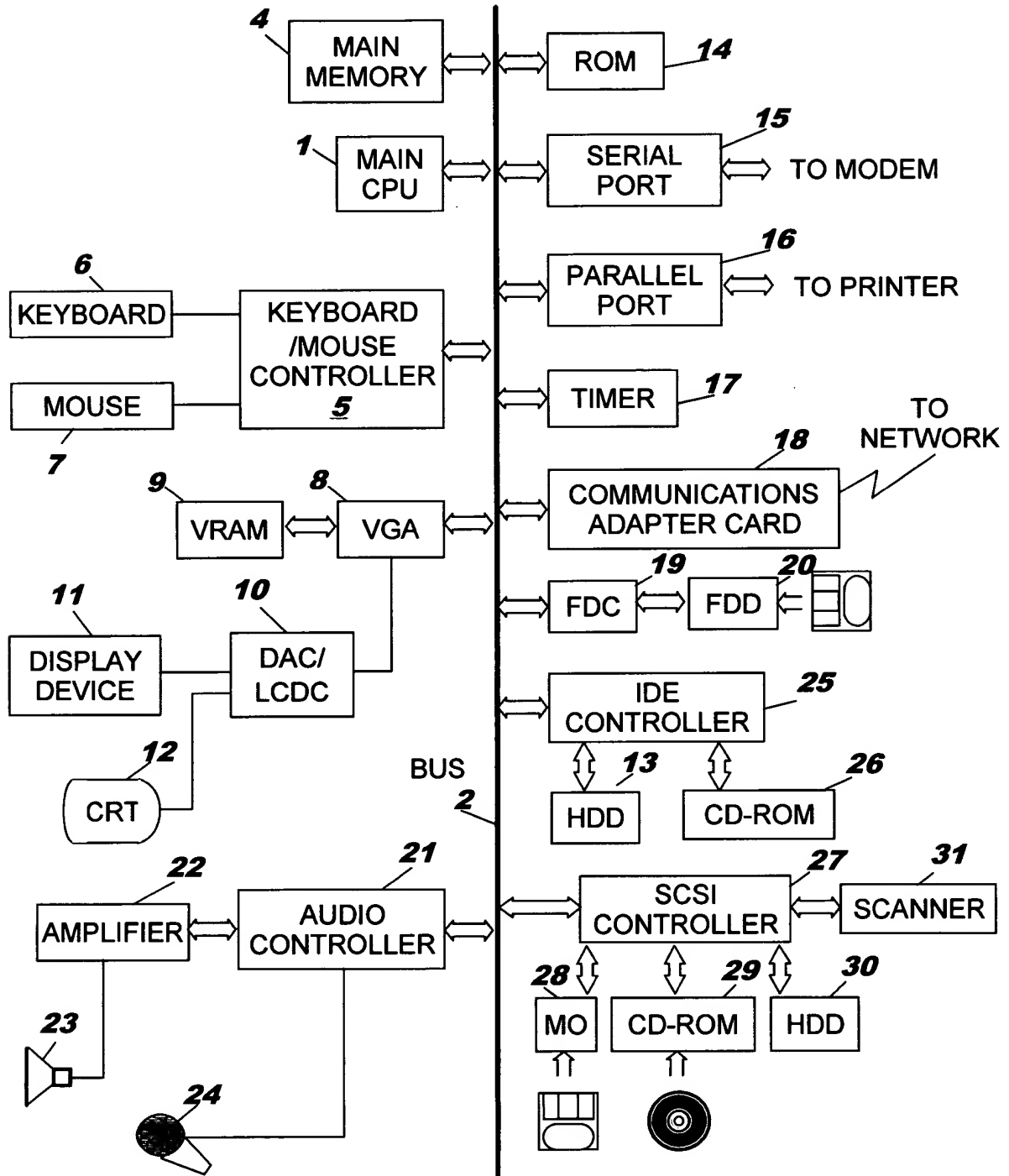


FIG. 2

FIG. 3

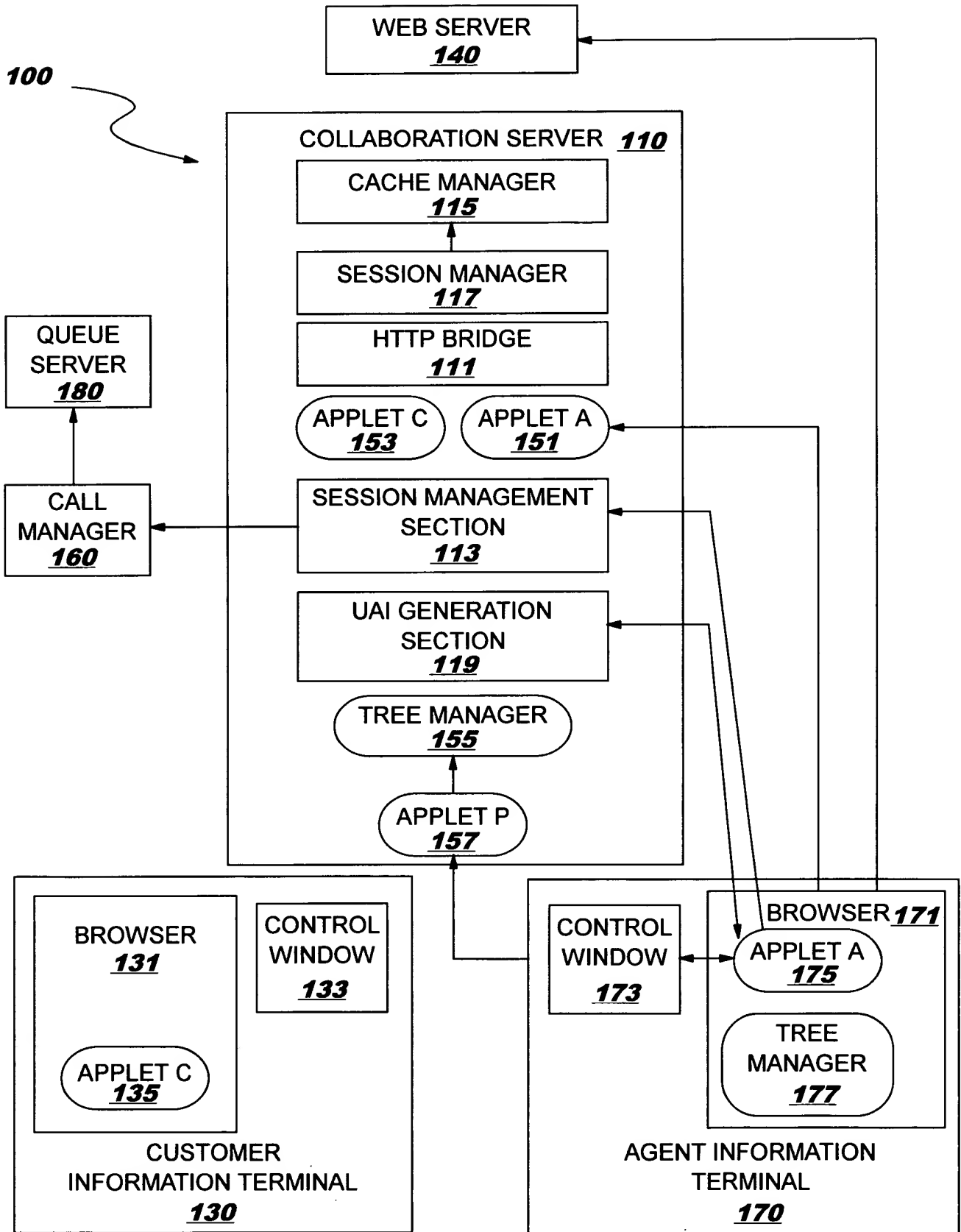


FIG. 4

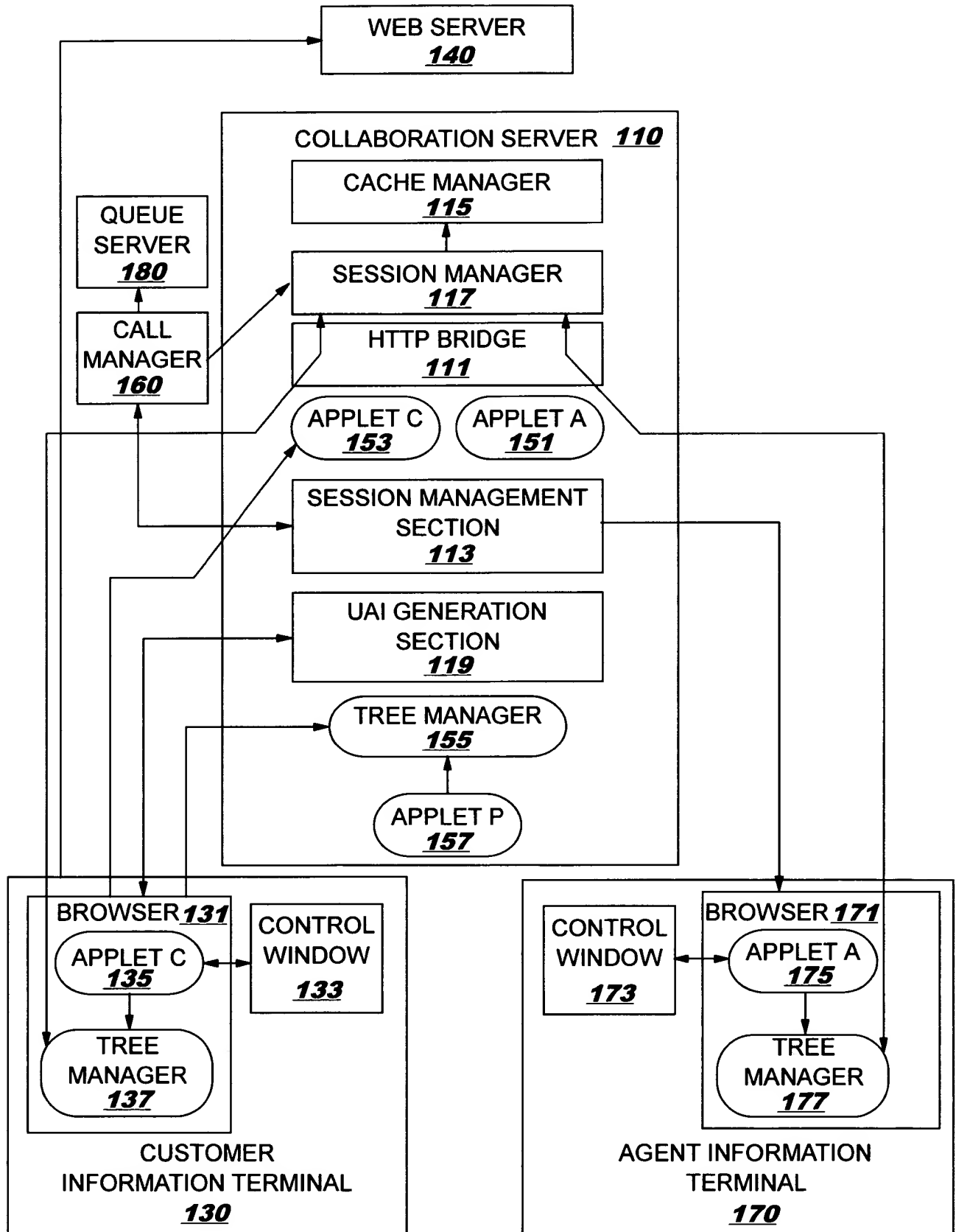


FIG. 5

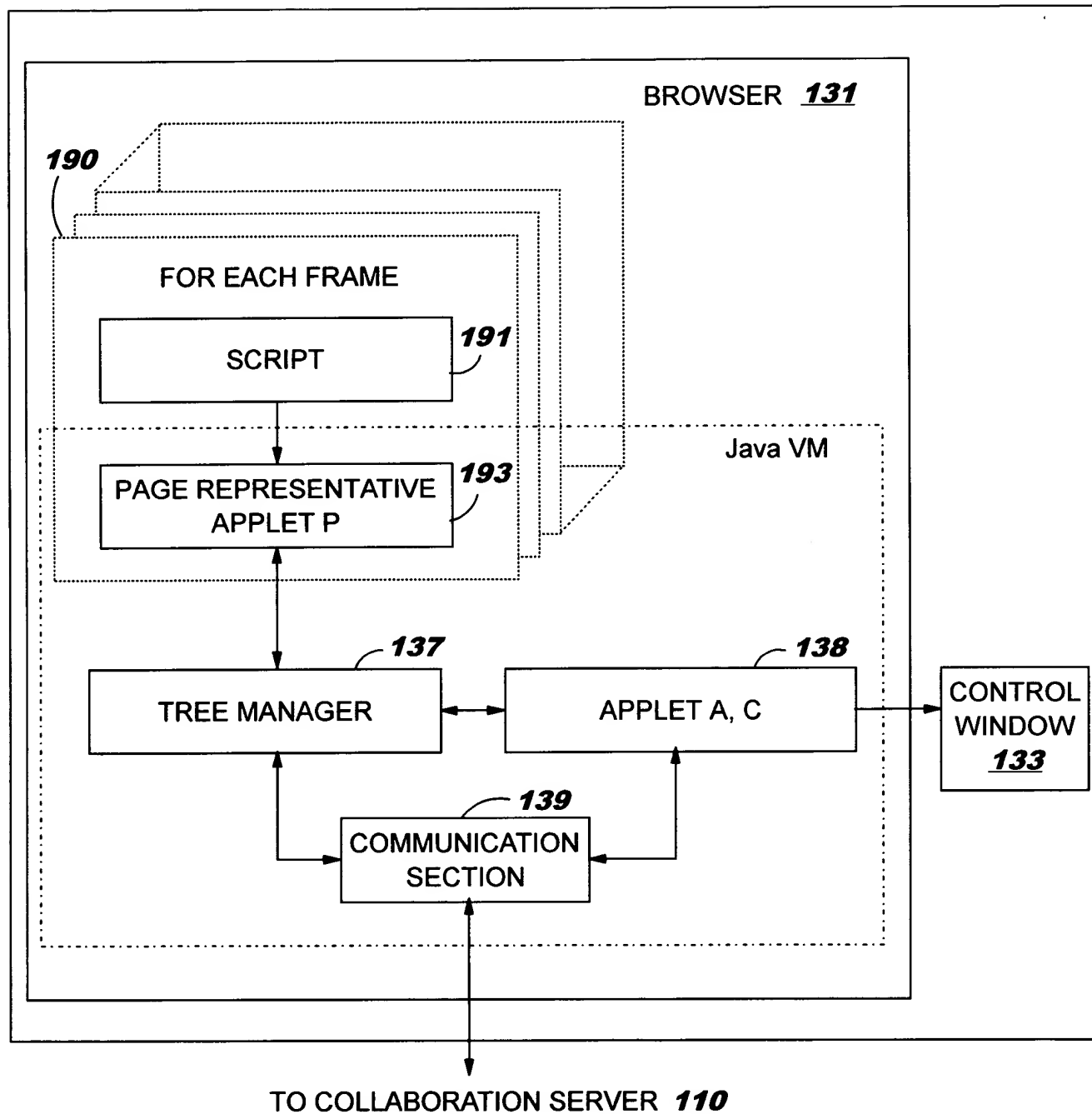


FIG. 6

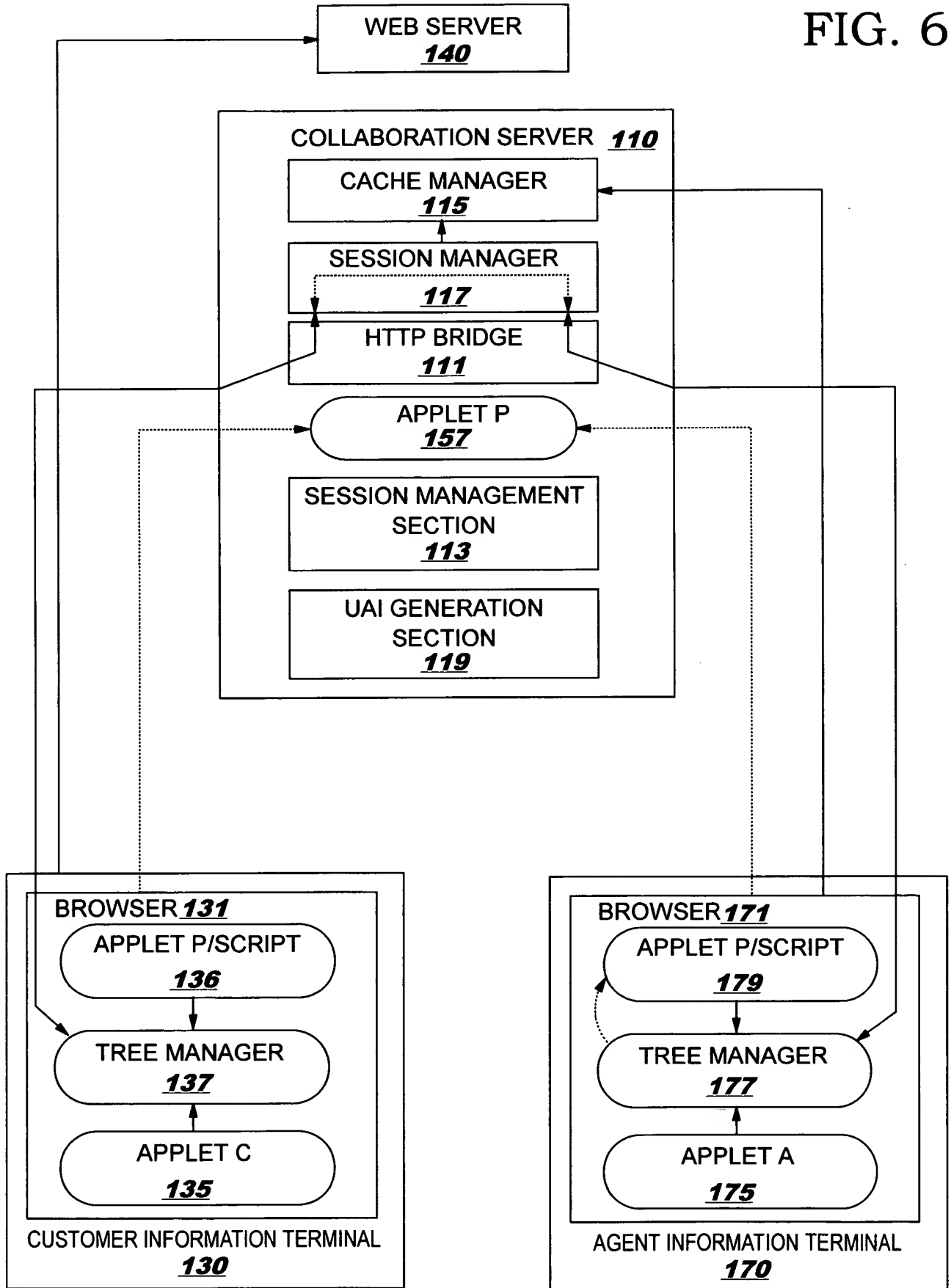


FIG. 7

SESSION MANAGEMENT TABLE **210**

SESSION ID <b><u>211</u></b>	SESSION STATE <b><u>213</u></b>	UAI 1 <b><u>215</u></b>	SOCKET 1 <b><u>217</u></b>	UAI 2 <b><u>219</u></b>	SOCKET 2 <b><u>221</u></b>
1	BEING USED	A123456789	00000011	000012345	00000012
2	NOT USED				
3	NOT USED				

FIG. 8

AGENT MANAGEMENT TABLE **230**

AGENT ID <b><u>231</u></b>	QUEUE NAME <b><u>233</u></b>	STATE <b><u>235</u></b>	UAI <b><u>237</u></b>
AGENT 01		UNDER LOG-OFF	
AGENT 02	PC	UNDER LOG-OFF	A123456789

FIG. 9

ENTRY OF CUSTOMER QUEUE **250**

CUSTOMER ID <b><u>251</u></b>	QUEUE NAME <b><u>253</u></b>	UAI <b><u>255</u></b>
000000001	PC	000012345

FIG. 10

CACHE MANAGEMENT TABLE **270**

UAI 1 <b>271</b>	UAI 2 <b>273</b>
A123456789	000012345

FIG. 11

UAI-SOCKET MANAGEMENT TABLE **280**

UAI <b>281</b>	SOCKET <b>283</b>
A123456789	000000022

FIG. 12

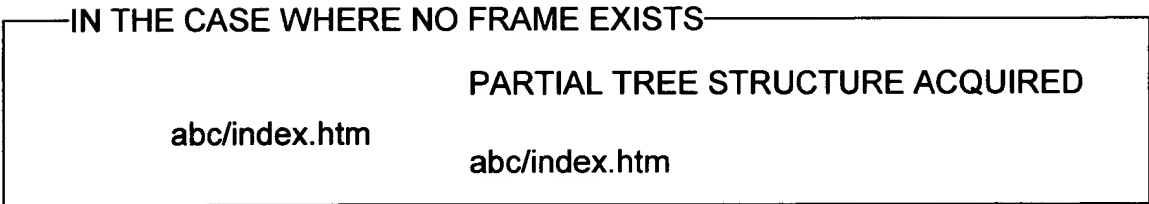


FIG. 13

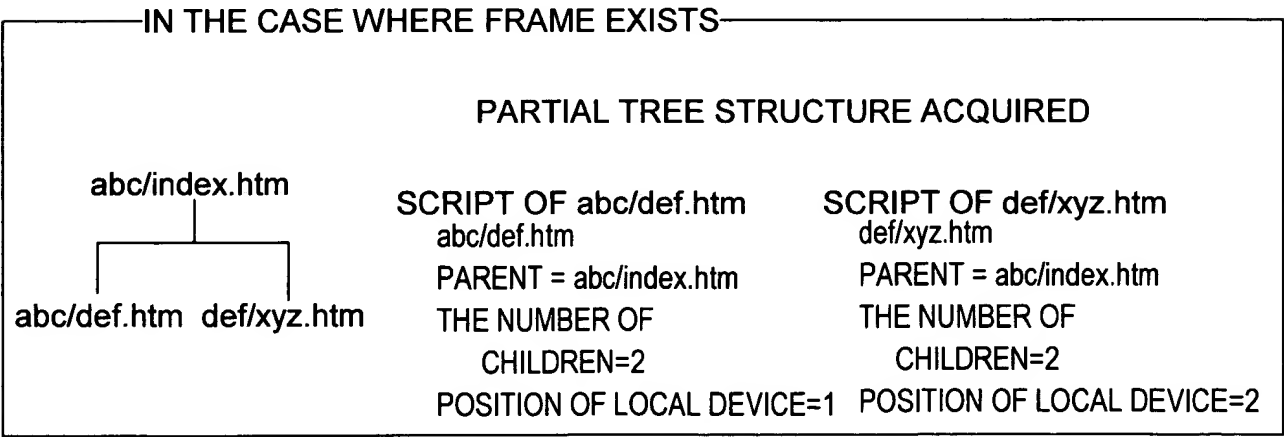






FIG. 14

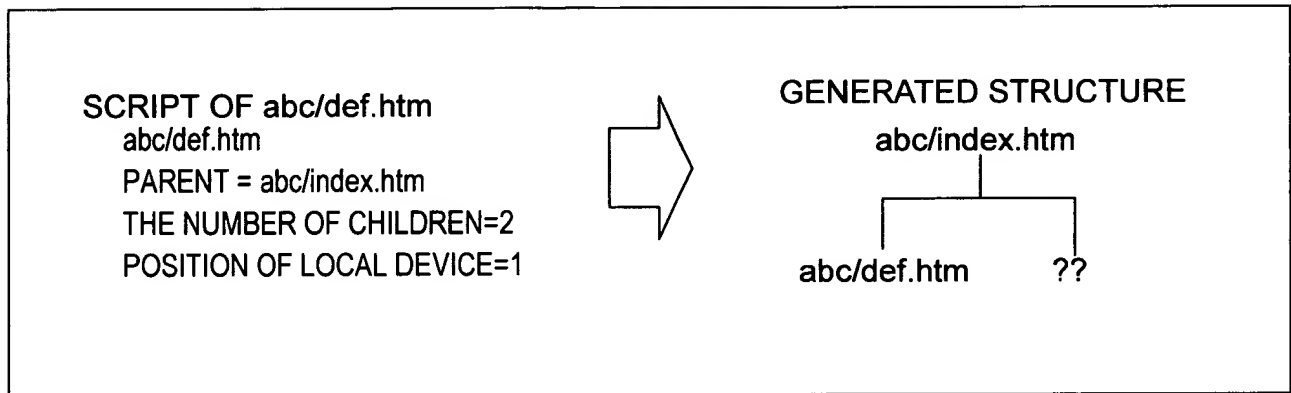


FIG. 15

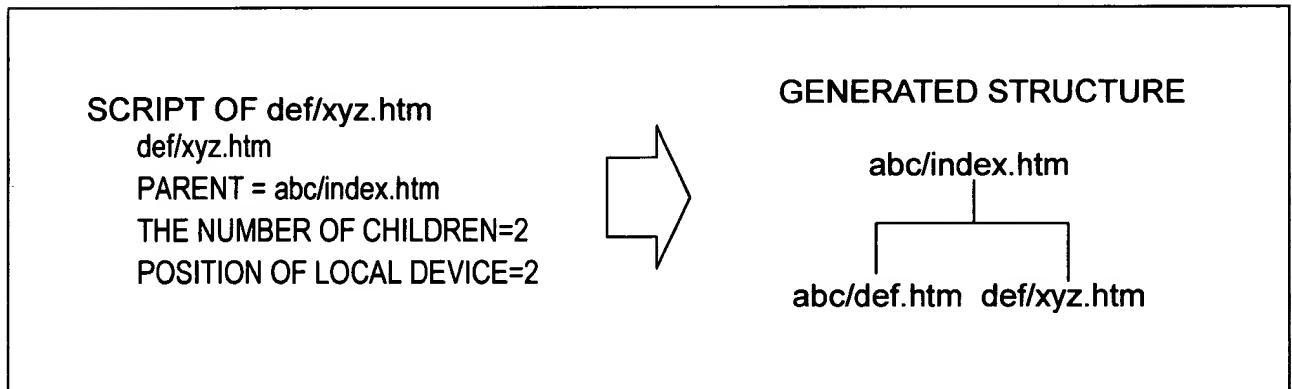


FIG. 16

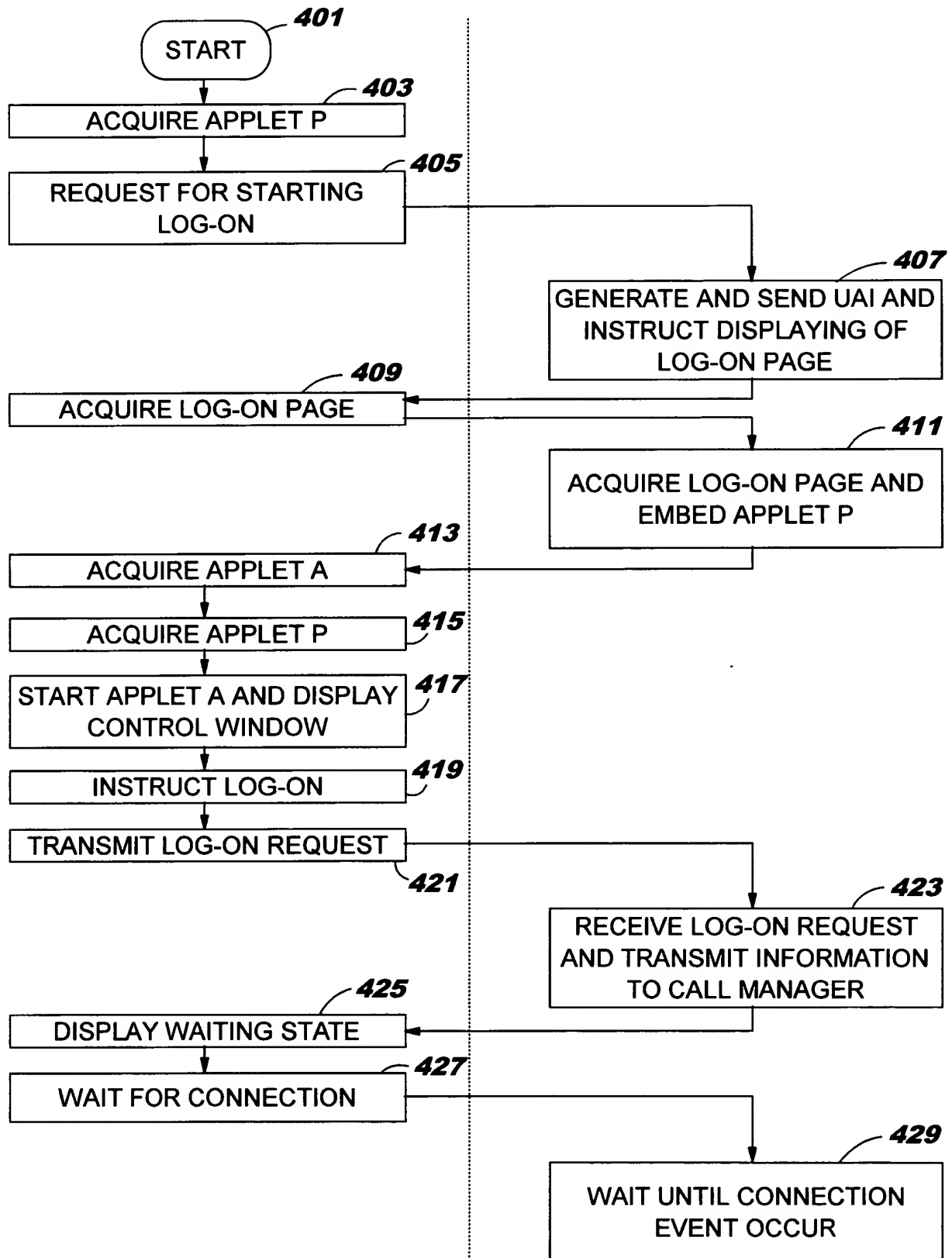


FIG. 17

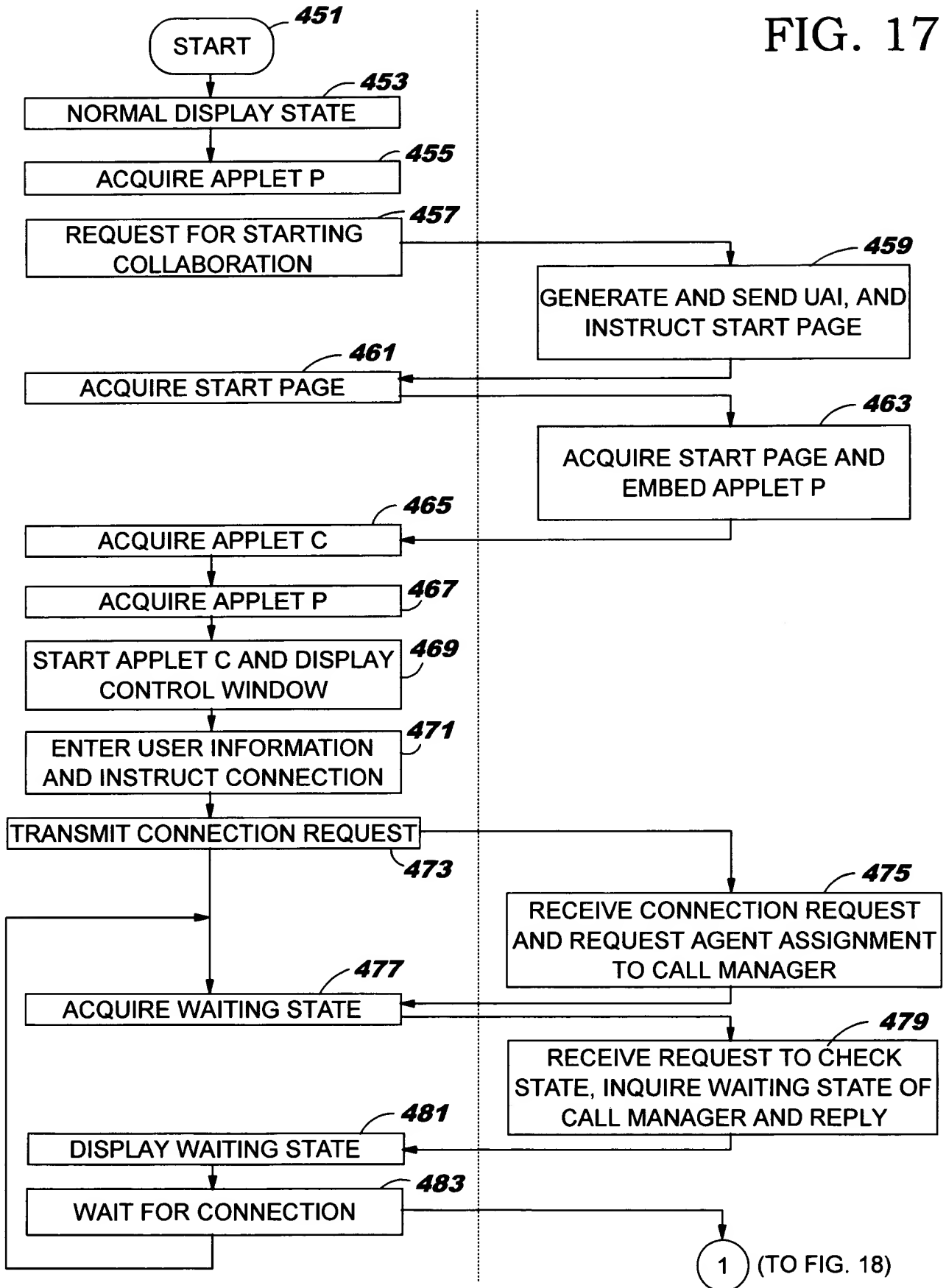


FIG. 18

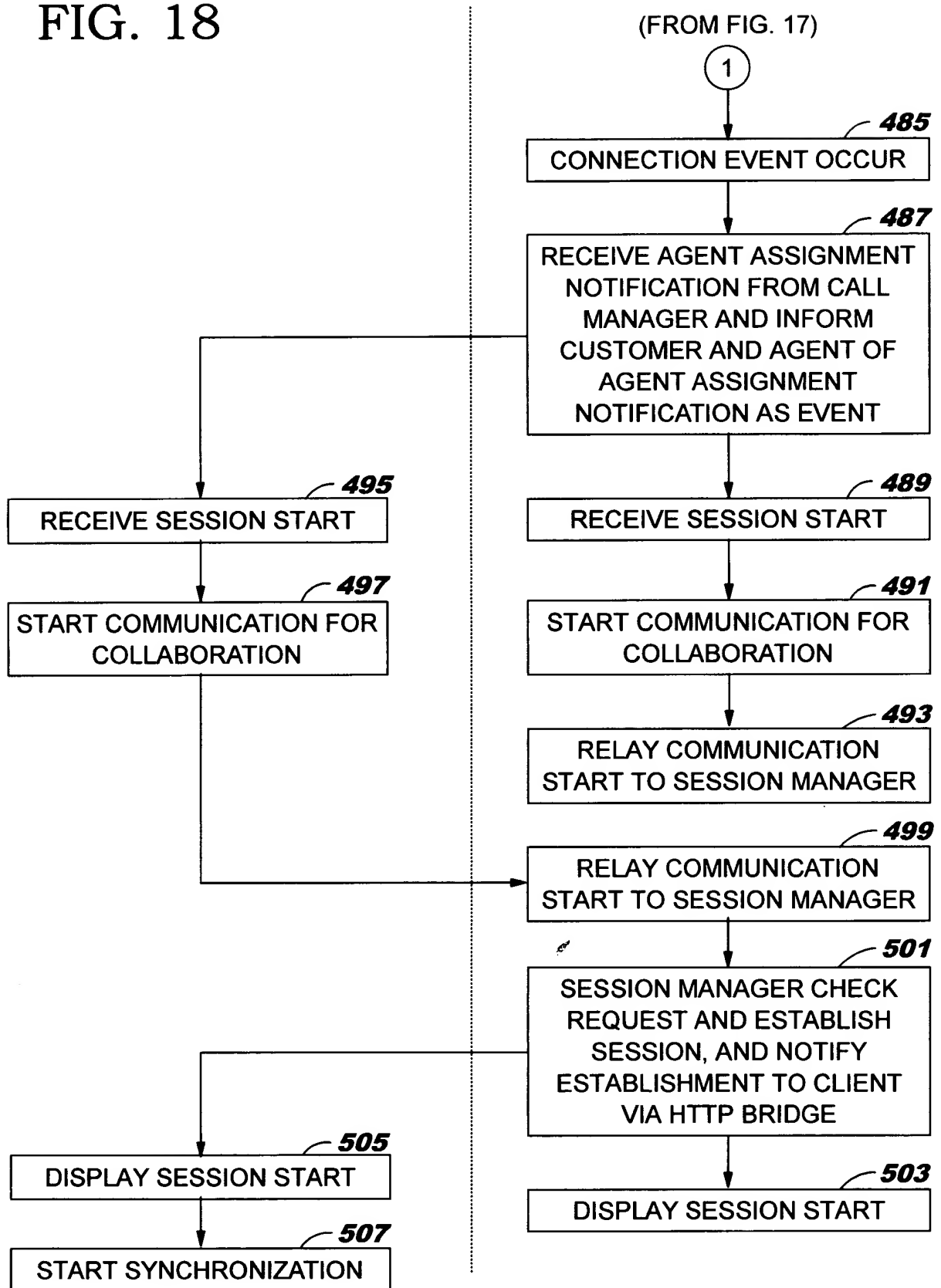


FIG. 19

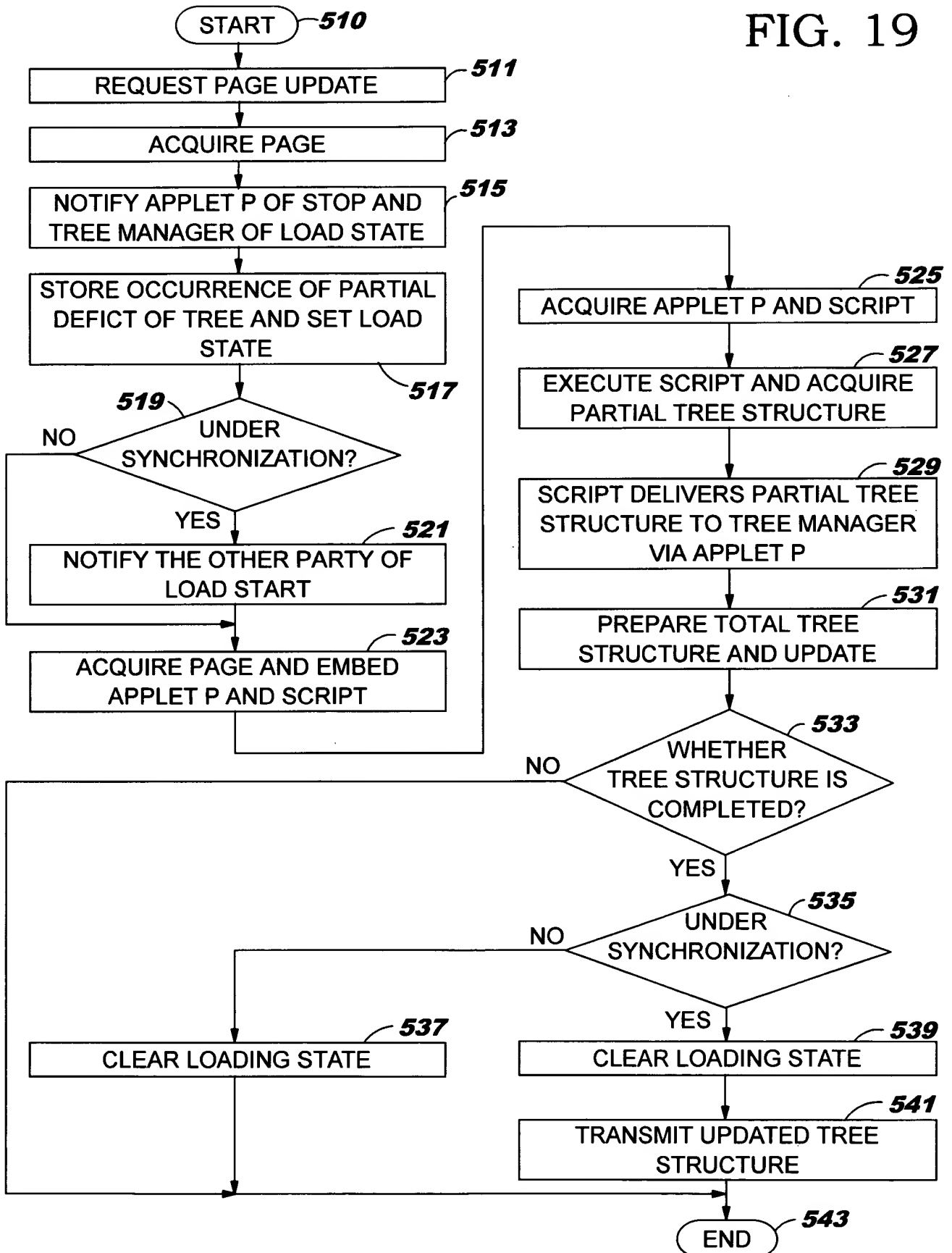


FIG. 20

